

ADMINISTRATIVE SECRETARY

DEFINITION

To provide highly responsible secretarial support to an executive or department head; to perform a variety of highly responsible and complex clerical, secretarial and routine administrative duties for a department; and may supervise secretarial and/or clerical personnel.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Administrative Secretary series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform difficult and responsible types of duties assigned to classes within this series including providing administrative support to a department in areas such as budget, personnel, or a departmental program or function, as well as providing responsible secretarial support to executive and/or management staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned executive and/or management personnel.

May exercise direct supervision over assigned secretarial and clerical personnel.

ESSENTIAL FUNTIONS – Functions may include, but are not limited to, the following:

Perform administrative projects for executive and/or management personnel; research and compile background data; maintain records and files regarding department administrative activities.

Perform a wide variety of complex, responsible, and confidential secretarial and administrative duties for executive and/or management personnel.

Assist in developing staff reports for submittal to the City Manager or City Council including preparing reports, assembling background materials, and composing first drafts.

Participate and assist in the development and administration of a department budget; prepare budget reports; compile annual budget requests; monitor and control expenditures.

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Interpret and explain City and department policies, rules, and regulations in response to inquiries; refer inquiries as appropriate; assist in developing department policies and procedures in order to meet department objectives.

Independently respond to letters and general correspondence not requiring the attention of executive and/or management personnel.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for office operations; implement office policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Review and summarize miscellaneous reports and documents; prepare background documents as necessary.

Research and analyze routine administrative projects for executive and/or management staff or the City Council; prepare first draft reports on routine administrative matters.

Receive and distribute incoming mail; review and evaluate mail to identify those items requiring priority attention.

Provide follow up to assignments given to management and/or operations staff by executive and/or management staff; provide status reports to executive and/or management staff.

Receive telephone calls including complaints, and provide assistance to callers using judgment as to calls requiring priority attention.

Coordinate and make travel arrangements; maintain appointment schedules and calendars; arrange meetings and conferences.

Provide secretarial/clerical support for assigned task forces, commissions, and boards.

May supervise assigned staff; plan, prioritize, assign, and review the work of staff involved in providing administrative support; conduct employee evaluations; may participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; recommend disciplinary action and implement discipline procedures as directed.

May order and purchase supplies for administrative operations; perform accounting functions related to ordering supplies, equipment and services.

May maintain time card and payroll records; maintain personnel files and records for management personnel including employee evaluations and disciplinary actions
Assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of office management.

Principles and practices of supervision and performance assessment.

English usage, spelling, grammar, and punctuation.

Modern office methods, procedures, computer equipment, and computer software.

Pertinent City functions, policies, rules and regulations.

Principles and methods of business letter and report writing.

Principles and practices of bookkeeping.

Ability to:

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Intermittently review documents related to department operations; observe, identify, and problem solve office systems and procedures; understand, interpret and explain department policies and procedures; explain and problem solve office issues for the public and with staff.

Plan, organize and schedule priorities in the office.

Compose general correspondence and letters.

Interpret and apply administrative and departmental policies, laws, and rules.

Preserve confidentiality of sensitive material routinely encountered as part of work assignments.

Develop and recommend policies and procedures related to assigned office operations.

Supervise, train and evaluate assigned staff.

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Operate and use modern office equipment including personal computers and related software.

Analyze situations carefully, recommend solutions, adopt effective courses of action.

Compile and maintain complex and extensive records and prepare reports.

Take notes and write summaries of meetings.

Type at a speed of 55 Net Words Per Minute.

Take and transcribe dictation or transcribe from machine recordings at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible secretarial experience, including one year of office management and/or supervisory experience.

Training:

Equivalent to the completion of the twelfth grade preferably supplemented by course work in business, accounting or a related field.

License or Certificate

May need to possess a valid driver's license as required by the position.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time. Intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; lift light weight.